

Catawba County Emergency Medical Services Standard Operating Guidelines

On-Call/Call-Back Pay

The Catawba County EMS will pay for hours worked in situations where an employee is called out, while off duty to return to work or perform an EMS-related task.

The hours worked will be recorded as starting when the employee is called out and will end when the employee finishes the work. It is the responsibility of the employee's immediate supervisor to verify that the hours worked are recorded accurately.

Examples of this include, but are not limited to:

- Personnel who are called in for unplanned special events, extra coverage, inclement weather, mass casualty incidents, or disasters.
- Shift Supervisors who are on call for the EMS Manager and are contacted for information purposes or to report problems.
- STAR Team call-outs

Travel time will not be paid to employees who are called in to correct mistakes or fix problems caused by the employee. Examples of this include, but are not limited to:

- Timesheet corrections
- Returning narcotic keys that were accidentally taken home
- Documentation errors
- Narcotic sheet errors and corrections

In the above situations, however, once employees are on the job site, they will record hours worked for the time it takes to complete the requested task(s).

Hours worked will not be paid to employees who are contacted for information purposes. An example of this is when, an employee is paged while off duty to call a supervisor needing information about a call.

If the employee is not sure whether to record a situation as hours worked, he/she is to contact their immediate supervisor for guidance.

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